ForwardHealth RESOURCES
Wisconsin serving you

Date: November 17, 2008

Resource Number: 0005

To: Providers, Partners, Trading Partners, Managed Care Organizations

Re: Requirements for Successful Portal Account Set-up

The following are password requirements for setting-up a ForwardHealth Portal account:
- Eight to 15 characters.
- At least one uppercase letter and one lowercase letter.
- At least one number.
- Cannot repeat letters or characters three times in a row.
- Cannot have information in the password the same as similar to the first or last name of the person setting up the account, user name, security questions, or e-mail address.

The security question created when setting-up a Portal account must not include punctuation (i.e., apostrophes, question marks).

The following are security answer requirements for setting-up a Portal account:
- No punctuation (i.e., apostrophes, question marks).
- No spaces.
- Case sensitive.